

Bill and Account Collectors (43-3011)

Occupation description: Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; and keeping records of collection and status of accounts.

Employment and Job Openings

	Average employment			Average annual openings		
	2010 estimate	2020 projection	Percent change	Growth	Replacement	Total
Alaska	495	574	16.0	8	10	18
United States	401,700	458,900	14.2	5,720	7,830	13,550

Job outlook

Alaska: Alaska's employment growth is strong with high employment opportunities. [Read more.](#)

2013 Wages ?

	Mean Wage and 95% Confidence Interval			Wage by Percentile		
	Low	Mean	High	10th	Median	90th
United States	n/a	16.66	n/a	10.59	15.83	23.61
Alaska	18.85	19.58	20.31	14.99	18.96	25.76
Anchorage/Mat-Su Area (MSA)	18.46	19.45	20.44	14.98	18.78	25.47
Fairbanks North Star Borough (MSA)	17.48	19.34	21.20	13.07	19.99	26.19
Balance of State	19.03	20.39	21.75	15.69	19.17	27.43

Labor Force Indicators

2012 Worker Characteristics

Total workers	Nonresident workers	Percent nonresident	Percent age 45 plus	Percent age 50 plus
528	34	6.4	36.9	26.6

2012 Potential Supply

Qualified but working in another occupation	169
Currently employed in a lower paid occupation	35
UI claimants previously working in occupation	49

2012 ALEXsys Employment Data

Number of registrants	598
Number of job position postings	89

Ratio of registrants to job position postings

6.7

2011 Alaska Licensing Information

Collection Agencies/Operators: 327 licensed

Typical Entry-level Education, Experience, and/or On-the-job Training

Education: High school diploma or equivalent

Work experience: None

On-the-job training: Moderate-term on-the-job training

Training Resources

	Degree
University of Alaska Fairbanks, CTC	
Financial Services Rep	OEC

Department of Labor and Workforce Development, Research and Analysis Section
P.O. Box 115501
Juneau, Alaska 99811-5501
Phone: 907.465.4500, Fax: 907.523.9654
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